

## Visitor Experience Facilitator Job Description

### Summary of Main Terms of Contract

#### Oriel Science Background Information

[Oriel Science](#) is an educational charity which engages the public with STEAMM (Science, Technology, Engineering, Arts, Maths and Medicine). We craft research and innovation, from universities and other organisations, into compelling, visceral exhibits, and put these in places people go. Oriel Science launched in 2016 with a long-running Pop-Up exhibition in a shopping unit in the city centre. Since then, we have engaged with well over 150,000 people at events around the country, welcomed 30,000 visitors to our venues, delivered school workshops to over 4,000 students, and run hundreds of events. In 2021, we launched our current, large city centre exhibition venue. It has engaged with 18,000 public visitors and welcomed over 3,000 students in 100 school workshops.

Oriel Science is unique - it is the UK's first research-led exhibition centre.

Our mission is to use our exhibitions and workshops to inspire and enhance the Future Generations' educational and career journeys, address under-representations, and enrich the general public's affinity with science and research. Visitors match the full socio-economic profile of Swansea and our venue is the first university experience of 36% of our visitors.

#### Main Duties of the Role

Visitor Experience Facilitators (VEFs) will work at Oriel Science's city centre venue as exhibition guides to public visitors and as workshop deliverers to students on organised school visits and public workshops. Work will be scheduled during the week and on weekends based on a rota system.

There may also be work at ad-hoc internal and external events for Oriel Science during the week and at weekends, where the VEFs will be responsible for delivering science themed workshops at schools and public events to members of the local community. These workshops will be created and supported by Oriel Science Management Team, taught to the VEFs who will subsequently deliver these at the scheduled events.

### **General Duties of the Role**

1. Supporting Oriel Science Management Team in the delivery of science themed workshops at internal and external events to the public and visiting school students.
2. Showing visitors around the exhibition in the city centre venue.
3. Working with the participants and visitors, answering questions, etc., in workshops and in the venue.
4. Representing Oriel Science at internal and external events.
5. Marshalling student groups around the venue and managing their pastoral care (at lunchtimes etc.).
6. Being available for answering questions from students, their parents/carers, teachers, and members of the public.
7. To promote equality and diversity in working practices and to maintain positive working relationships.
8. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture.
9. To ensure that risk management is an integral part of your day-to-day activities.
10. Any other reasonable duties as directed by your Line Manager or their nominated representative.

### **Essential Criteria:**

#### **Values:**

1. Demonstrable evidence of taking pride in delivering professional services and solutions
2. Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers
3. Demonstrable evidence of providing a caring approach to all visitors and participants ensuring a personalised and positive experience

#### **Qualification:**

4. Educated to A Level standard or equivalent in relevant science areas
5. Be enrolled in a relevant degree programme at either undergraduate or postgraduate level or have completed such a degree

**Experience, Knowledge and Skills:**

6. Enthusiasm for STEAM outreach and public science engagement
7. Excellent interpersonal skills, as well as the ability to communicate with people and organizations at all levels
8. Experience of working flexibly without supervision, as well as within a team
9. Approachable, friendly and professional manner
10. Demonstrable evidence of strong organisational skills
11. Excellent time management skills with personal drive, enthusiasm and commitment to success and an ability to work within deadlines
12. Excellent IT skills, especially Microsoft Excel, Word and Outlook

**Desirable Criteria:**

13. Ability to communicate in Welsh
14. Experience of working in a public engagement environment
15. An independent interest in popular science or related spheres
16. Experience of working with young people

***Candidates will only be appointed subject to references and a satisfactory DBS check***